



**THE IMPACT OF DIGITAL TECHNOLOGY USAGE ON HUMAN RESOURCE
MANAGEMENT EFFECTIVENESS IN KPJ KLUANG UTAMA SPECIALIST HOSPITAL**

NURSAHINA FATIMA BINTI AB.RAHMAN

2016686084

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS

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FACULTY OF BUSINESS MANAGEMENT

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**Submitted in Partial Fulfilment of the
Requirement for the
Bachelor of Business Administration with Honours
(Human Resources Management)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITY TECHNOLOGY MARA
MALACCA CITY CAMPUS**

JULY 2018

DECLARATION OF ORIGINAL WORK



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“DECLARATION OF ORIGINAL WORK”**

I, Nursahina Fatima binti Ab.Rahman, I/C NO: 950326016088

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date:

LETTER OF TRANSMITTAL

10TH JULY 2018

Program Coordinator
Human Resource Management
Faculty of Business Management
Universiti Teknologi MARA (Melaka) City Campus,
75300, Melaka

Dear Madam/ Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper entitled “**THE IMPACT OF DIGITAL TECHNOLOGY USAGE ON HRM EFFECTIVENESS IN KPJ KLUANG UTAMA SPECIALIST HOSPITAL**” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours Sincerely,

(NURSAHINA FATIMA BINTI AB.RAHMAN)

2016686084

BBA (Hons.) Human Resource Management
UITM Kampus Bandaraya Melaka

Abstract

By using the resource based view of the Human Resources Management (HRM), the purpose of this study is to investigate the impact of digital technology usage on HRM effectiveness. The objective of this study is to investigate the employee's motivation, easiness in using technology, efficiency and system delivery and services of technology usage towards HRM effectiveness. There are four hypothesis were developed to identify whether there is positive relationship between employee's motivation, easiness in using technology, efficiency and system delivery and services towards HRM effectiveness. The questionnaire was distributed to 150 respondents. Descriptive, correlation and regression analysis were used to analyse data. The result from Pearson Correlation Analysis showed that there is a positive, significant and moderate association between easiness in using technology, efficiency and system delivery with HRM effectiveness. Moreover, there is positive, significant and weak association between employee's motivations with HRM effectiveness. Furthermore, based on R^2 , it is means that 31.8% of the variance on the HRM effectiveness can be explained by four independent variables while other 68.2% cannot be explained. According to the result of multiple regression analysis, there are two independent variable which are easiness in using technology and efficiency have a significant relationship toward HRM effectiveness. The other two independent variables which are employee's motivations and system delivery and services have not significant relationship toward HRM effectiveness in KPJ Kluang Utama Specialist Hospital. Lastly, the organization should know the factors that can contribute to the technology usage on HRM in the organization.